

INDIANA STATE GOVERNMENT

INDIANA DEPARTMENT OF FINANCIAL INSTITUTIONS (DFI)

The Department was created by the Indiana Financial Institutions Acts of 1933 with the responsibility of supervising commercial banks, trust companies, private banks, savings banks, building & loan associations, credit unions, and finance companies incorporated under the laws of the State of Indiana.

The Non-Depository Division supervises Indiana creditors, pawnbrokers, check cashers, money transmitters, and rent-to-own businesses.

Indiana Department of Financial Institutions
402 East Washington Street, Room W066
Indianapolis, IN 46201

Phone: 317-232-3955, 800-283-4880
Fax: 317-232-7655
Home Page: www.dfi.state.in.us

WEB SITES FOR QUESTIONS AND CONCERNS:

CREDIT INFORMATION:

<http://www.dfi.state.in.us/uccc/end.htm>

LICENSING: <http://www.dfi.state.in.us/uccc/licensing.htm>

REGISTRATION :

<http://www.dfi.state.in.us/uccc/registration.htm>

CREDIT EDUCATION:

<http://www.dfi.state.in.us/CreditEducation.htm>

COMPLAINTS:

The Department's goal in complaint handling is to encourage companies and consumers to settle their disputes directly.

The Department will not handle a complaint that is in litigation nor will the Department act on behalf of either party to the dispute. If, after a thorough investigation, a company is found to be in violation of a law, the Department will take appropriate corrective action.

Contact the DFI for a complaint form or visit our Complaint Web Site:

http://www.dfi.state.in.us/uccc/consumer_complaints.htm

INDIANA SECRETARY OF STATE

The Indiana Secretary of State has several divisions. Their Corporations Division registers Corporations doing business in Indiana and Collection Agencies. Their Securities Commission regulates Investment Companies / Brokers and Loan Brokers.

Indiana Secretary of State
302 West Washington Street, Room E-111
Indianapolis, IN 46204

Home Page: <http://www.state.in.us/sos>

Phone: Indiana 800-382-9467

Corporations Division:

Phone: 317-232-6576
Fax: 317-233-3387

Securities Commission:

Phone: 317-232-6684
Fax: 317-233-3675

Uniform Commercial Code:

Phone: 317-233-6393
Fax: 317-233-3387

INDIANA ATTORNEY GENERAL

The Consumer Protection Division of the Indiana Attorney General handles all consumer complaints regarding businesses as well as deceptive sales complaints.

Indiana Attorney General
5th Floor Indiana Government Center South
Indianapolis, IN 46204

Home Page: <http://www.state.in.us/attorneygeneral>

Phone: 317-232-6201, 800-457-8283
Fax: 317-232-7979

Consumer Protection Division:

Phone: 317-232-6330, 800-382-5516

INDIANA DEPARTMENT OF INSURANCE

The Indiana Department of Insurance would handle any information or complaints concerning insurance.

Indiana Department of Insurance
311 West Washington Street
Indianapolis, IN 46204

Home Page: <http://www.state.in.us/idoi>

Phone: 317-232-2385, 800-622-4461
Fax: 317-232-251

FEDERAL GOVERNMENT

FEDERAL TRADE COMMISSION (FTC)

The Federal Trade Commission enforces a variety of federal antitrust and consumer protection laws. The Commission seeks to ensure that the nation's markets function competitively, and are vigorous, efficient, and free of undue restrictions. It eliminates acts or practices that are unfair or deceptive. In general, the Commission's efforts are directed toward stopping actions that threaten consumers' opportunities to exercise informed choice.

Federal Trade Commission
CRC-240
600 Pennsylvania Ave SW
Washington, D.C. 20580

Home Page: www.ftc.gov

Phone: toll-free 1-877-FTC-HELP (382-4357)

To complain about a particular company or organization write above address or visit their Complaint Form web site: <http://www.ftc.gov/ftc/complaint.htm>.

While the FTC does not resolve individual consumer disputes, your complaint, comment, or inquiry may help them spot a pattern of law violations requiring law enforcement action. It can also help them recognize and tell people about larger trends affecting consumers.

FEDERAL DEPOSIT INSURANCE CORPORATION (FDIC)

Supervises state-chartered banks that are not members of the Federal Reserve System. Insures deposits at banks and savings associations.

FDIC
550 17th Street, NW
Washington, DC 20429

Home Page: www.fdic.gov

For information about consumer protections, including deposit insurance:

FDIC Division of Compliance
and Consumer Affairs
550 17th Street, NW Washington, DC 20429

Phone: 800-250-9286
Fax: 202-942-3040

For questions, concerns, or complaints about the Federal Deposit Insurance Corporation:

FDIC
Office of the Ombudsman
550 17th Street, NW
Washington, DC 20429

Phone: 800-934-3342
TTY: 800-925-4618
Fax: 202-942-3427

OFFICE OF THE COMPTROLLER OF THE CURRENCY (OCC)

Charters and supervises national banks. (The word "National" appears in the name of a national bank, or the initials "N. A." follows its name.)

Customer Assistance Unit
1301 McKinney Street
Suite 3710
Houston, TX 77010

Phone: 800-613-6743
Fax: 713-336-4301
Home Page: www.occ.treas.gov

FEDERAL RESERVE SYSTEM (FRS)

Supervises state-chartered banks that are members of the Federal Reserve System.

Division of Consumer and Community Affairs
20th Street and Constitution Avenue, NW
Washington, DC 20551

Phone: 202-452-3693
Fax: 202-728-5850

Home Page: www.federalreserve.gov

NATIONAL CREDIT UNION ADMINISTRATION (NCUA)

Charters and supervises federal credit unions. Insures deposits at federal credit unions and many state credit unions.

NCUA
Office of Public and Congressional Affairs
1775 Duke Street
Alexandria, VA 22314

Phone: 703-518-6330
Fax: 703-518-6409

Home Page: <http://www.ncua.gov>
E-mail: pacamail@ncua.gov

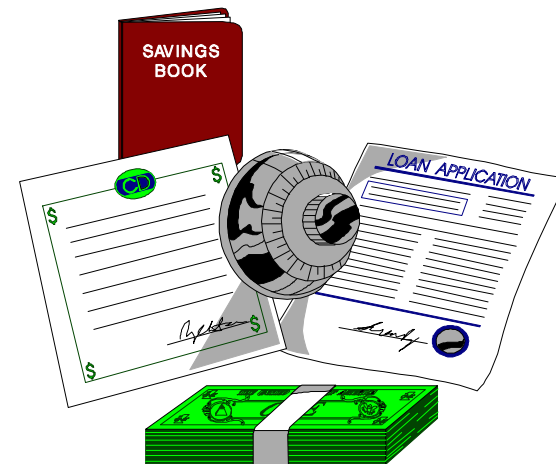
OFFICE OF THRIFT SUPERVISION (OTS)

Supervises federally and state-chartered savings associations plus federally chartered savings banks. (The names generally identify them as savings and loan associations, savings associations, or savings banks. Federally chartered savings associations have the word "Federal" or the initials "FSB" or "FA" in their names.)

OTS Consumer Affairs Office
1700 G Street, NW
Washington, DC 20552

Phone: 800-842-6929 or 202-906-6237
Home Page: www.ots.treas.gov
E-mail: consumer.complaint@ots.treas.gov

WHERE TO GO FOR QUESTIONS, CONCERNS, OR COMPLAINTS



DEPARTMENT OF FINANCIAL INSTITUTIONS

Consumer Credit Division
402 West Washington Street, Room W066
Indianapolis, Indiana 46204
317-232-3955
1-800-382-4880
Web Site <http://www.dfi.state.in.us>

